kSwap
NETWORKS LLC

ACCEPTABLE USE POLICY FOR VOICE SERVICES

KSwap Networks LLC · Effective Date: October 23, 2026

1. Scope

This Acceptable Use Policy ("AUP") governs the use of voice services provided by KSwap Networks LLC (the "Services") and forms part of the agreement between KSwap Networks LLC and Customer. Customer is responsible for all traffic transmitted through its connection, including traffic originated by its customers, resellers, and end users, and shall require them to comply with terms no less protective than this AUP.

2. Lawful Use and Anti-Robocall Requirements

Customer may not use KSwap Networks LLC Services to originate, transmit, facilitate, or otherwise enable unlawful robocalls, spoofed caller identification information, or any calling activity that violates applicable laws and regulations, including but not limited to the Communications Act of 1934 (as amended), the Telephone Consumer Protection Act (TCPA), the Truth in Caller ID Act, applicable Federal Communications Commission (FCC) and state rules and regulations (for traffic touching the United States), and shall comply with all applicable caller identification authentication requirements, including the STIR/SHAKEN framework, and any applicable international telecommunications laws. Customer shall obtain and retain all consents required by law for prerecorded, artificial voice, or autodialed calls and shall honor applicable do-not-call requirements.

3. Prohibited Activities

Customer shall not use, and shall ensure its end users do not use, the Services to:

- Transmit caller identification that Customer or its end user is not authorized to use, or that is invalid, unallocated, or designated do-not-originate;
- Alter or remove the caller identification or STIR/SHAKEN authentication of calls received from another provider, or rotate caller identification across numbers to evade call analytics or blocking;
- Engage in toll fraud, artificial inflation of traffic, revenue share schemes, or any other fraudulent calling practice, or route traffic in a manner that conceals its true origin or jurisdiction;
- Place scam, phishing, or impersonation calls, or any other deceptive or abusive calls directed at called parties;
- Generate call attempts without intent to complete a call, or otherwise deliver traffic whose volume, duration, completion rate, or pattern is inconsistent with ordinary, lawful calling;

- Interfere with or disrupt the KSwap Networks LLC network or exceed provisioned capacity or rate limits.

Customer is responsible for the security of its network and credentials and for all charges incurred through its connection, including fraudulent or unauthorized use.

4. Monitoring and Enforcement

KSwap Networks LLC reserves the right to monitor traffic transmitted over its network, investigate suspicious or anomalous calling activity, and take appropriate corrective action where unlawful, fraudulent, abusive, or non-compliant activity is identified. Such corrective action may include restricting, blocking, suspending, or terminating service, with or without prior notice, to protect network integrity and ensure regulatory compliance. Customer shall reimburse KSwap Networks LLC for fines, penalties, carrier charges, and reasonable costs resulting from Customer's or its end users' violation of this AUP, and no service credits are due for any period of restriction or suspension.

5. Cooperation and Verification

Customer shall cooperate with KSwap Networks LLC in any traceback information request from the Industry Traceback Group (ITG) or any other regulatory authority and shall identify the originating end user or upstream provider promptly upon request. KSwap Networks LLC may require Customer to provide documentation or other information reasonably necessary to verify lawful calling practices and compliance with applicable law, including the identity of its end users and the source of its traffic. Failure to cooperate with such requests may result in suspension or termination of service. Reports and inquiries may be directed to **info@kswapnet.com**.